

Ohjeet > Using Deskpro > Agent > Is there a way to CC: someone into a ticket?

Is there a way to CC: someone into a ticket?

Kimberley Wilson - 2023-08-01 - Comments (0) - Agent

Yes, you can CC someone on a ticket. When composing a reply, you'll find various options available, including the CC option.

🖪 Email	B Note	11 🚥 Tr 🛠 🖉 🐼 💉
To:	Testing 123 statightest123.com	+
CC: <u>A0</u>		
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By selecting CC, a line will be added to the top of the reply box, allowing you to easily add the recipients you want to include in the CC list.

🖈 Email 📑 Note				
To: Testing 123 <test@test123.com></test@test123.com>				
CC: <u>Add CC +</u>				
Write a message				
Signature ×				

If **you CC an Agent** in on your email reply, the Agent will be added to the Ticket as a follower (provided you have the correct permission to do that). If **you CC a User** in on your email reply, the User will be added to the Ticket **CC Field**.

If a **User CCs another User**, they will be added to the CC field (depending on helpdesk settings).

If a **User CCs an Agent**, by default, they will *not* be added as a follower to the Ticket, although your Admins can enable that.

Tags		
CCs		
followers		